

CLAIMS

1. Process for the allocation of seats to customers, usable with a computerized reservation system, characterized by
5 the fact

that it comprises the following allocation steps:

- assignment, in a database, to each customer, of data relative to placement criteria;
- determination of a value of satisfaction of the customer
10 for a seat as a function of agreement with the placement criteria,

- assignment, in a database, to each customer, of a priority level,

- allocation by an allocation server, to each customer, by
15 decreasing order of level of priority, of the available seat having the maximum

satisfaction value.

2. Process according to claim 1, characterized by the fact
20 that the steps of allocation are repeated upon each new reservation or cancellation of a seat.

3. Process according to any one of claims 1 or 2, characterized by the fact that

25 if the available seats are all assigned, placement of the remaining customers on the waiting list.

4. Process according to any one of claims 1 to 3, characterized by the fact

30 there is assigned to each seat at least one attribute of inclusion in the group of available seats, for the definition of the seats available for allocation.

5. Process according to claim 4, characterized by the fact

5 that there is excluded from the group of available seats, the seats whose reservation is confirmed by the customer.

6. Process according to claim 5, characterized by the fact that

10 for customers whose seat has a confirmed reservation, there is carried out a search procedure for a possible better seat by the steps of allocation.

7. Process according to any one of claims 1 to 6, characterized by the fact that

15 the placement criteria comprise data as to zone or location of the seats desired by the customer.

8. Process according to any one of claims 1 to 7, characterized by the fact that

20 the placement criteria comprise a criterion of adjacency of the customer to at least one other customer.

9. Process according to any one of claims 1 to 8, characterized by the fact

25 that there is assigned to each placement criterion an attribute defining it either as mandatory or as preferred.

10. Process according to any one of claims 1 to 8, characterized by the fact

30 that there is assigned to each placement criterion an attribute of weight for the determination of satisfaction values.